

12 settembre

Argumentation = present a point and defend it, provide proofs to sustain it

**Communication** (definition slide)

Poor description = it's more of a component rather than a definition

When you communicate you share something that is valuable, you are creating and sharing a value.

2 ways of seeing communication:

- **Process** = something you get involved, or something you do (you are creating a value)
- **Result** = what you have created

Communication is an activity, and its results are activities. There are not only words, but they are also keys to a word of knowledge. It's not something that can be written, it depends by people who are there.

The interpersonal dimension influences the choice of words you use in communication (it depends on my interlocutor, on my ideas of him).

If you are wrong and you are not being polite with the person you are supposed to be with, it leads to a waste of time / contrast, and a breakdown.

There is not only the meaning of words.

**Small talk** = spending time together, talking about non relevant things (when they get relevant the communication changes).

**Common ground** = cultural awareness, how to behave in society, what we share, like lots of words that are taken for granted by the interlocutors. It can be made up of specialized contents, the verbal style of an organization.